

Học phần: NEGOTIATING

Ngành:

Họ và tên:

Lớp: Hệ: Cao đẳng

Thời gian làm bài: 60 phút

I. Choose the best answer to complete the sentences. (3 marks)

1. How important your goals?

- a. are they logical?
- b. can you rate them
- c. are they exact

2. Know how you have achieved

- a. timed
- b. specific
- c. measurable

3. Any good business meeting has.....

- a. memo
- b. agenda
- c. cover letter

4. Do you agree with the other items? This is useful phrase for.....

- a. formal questions to confirm details
- b. closing expressions
- c. adding in a final points and a justifying it

5. These are the most important points. This is useful phrase for.....

- a. providing reasons and explanations
- b. asking for agenda points and agreements
- c. getting information and asking for help

6. In negotiation terms, HIT refers to.....

- a. a HAVE TO HAVE and INTEND
- b. INTEND and TRADABLE
- c. a & b are uncorrected

7. a HAVE TO HAVE is anaspect or outcome for one of the parties in the negotiation.

- a. essential
- b. important
- c. exchangeable points

8. According to cultural iceberg, the part above the water is considered.....

- a. behaviors
- b. belief
- c. values and thought patterns

9. How clearly defined are goals?

- a. are you rate them?
- b. are they achievable?
- c. are they exact?

10. What issues might be important in such a merger?

- a. Economies of scale and identity
- b. branch closures and corporate
- c. a & b are corrected _

1.	2.	3.	4.	5.	6.
7.	8.	9.	10.		

II. Read the memo below then answer the questions (4 marks)

- a. Which of the HIT phrases from the box can you find in the memo? Underline them.**
b. Decide which are the essential useful phrases for (H), which are the important phrases for (I) and which phrases are prepared to exchange for another point (T), and label them H, I, or T. Now put them into the table.

To: Adams County School System Special Education Team
From: Jane Doe, special education para-professional
Date: June 13, 2020
Subject: Mental Health in Special Education

I write to share the problem of the stigmatization of mental health disorders in special education and its implications for our team. I offer some possible solutions as well.

Adams County School District has seen an increase in students who qualify for special education resources. However, we have not seen a corresponding increase in students who qualify due to mental health. Because of the increase in students seeking services, we assume that all needs are met. However, students and their families may not seek resources due to the stigma of mental health issues. Given our own increase in special education recipients in our own school system, we should see a similar increase in students' mental health disorders. However, we do not. This is an anomaly that we should explore.

I would like to suggest that we address this problem by collecting better data on student diagnoses and reviewing our training program. By collecting data, we can see how our student population aligns with national data to determine whether stigma may prevent some of our students from requesting special education resources. Regarding training, our school system has an interest in better understanding our student population from a mental health standpoint. We have a solid special education training program, but no recent training addresses working with students who have mental health disorders. We may be reinforcing the stigma attached by not providing specialized training. We must review our training and consider planning at least one workshop on students with a mental health disorder diagnosis.

I think we will have to discuss this in more depth at our next quarterly meeting.

JD

- a. The HIT phrases from the box can you find in the memo:**

<u>Your answer:</u>

- b.**

Essential (H)	Important (I)	Exchangeable (T)

III. Certain words have verb and noun forms. Complete the table using words from the email (1.5 marks)

Verb	Noun	Verb	Noun
	increase		reinforcement
to assume		to determine	
to explore			discussion
	implication	to consider	
	suggestion	to prevent	

IV. Read the above memo again. Now answer the following questions (1.5 marks)

1. What reason did Jane give for writing the memo?

2. Why was the problem solved by collecting data?

3. Has Adams County School District seen a decrease in students who qualify for special education resources?

4. What is an anomaly that they should explore?

5. When will they have to discuss the problem more depth?

Good luck to you!

PHÓ TRƯỞNG KHOA

GIẢNG VIÊN RA ĐỀ

Ths. Phạm Thị Cẩm Lệ

GV Phan Thị Kim Hoàng